

# SWAP Project

(SUPPLEMENTARY WORKS APPROVALS PORTAL)

TfL Lane Rental Industry  
Publication



# The Project

Effective in both delivery and cost, a single access software solution was explored to link the user interface with back-office systems, improving customer experience while mitigating operational impacts for staff assessing approval applications.

Given the need to prove the concept, this stage included consents which affect the most works:

- Traffic Management Assessments
- Temporary Traffic Regulation Orders / Notices
- Suspension of restrictions (TCSRs)
- Bus stop suspensions
- Temporary traffic signals
- Traffic signal switch-outs
- Waivers / reductions to Lane Rental charges







# Outcomes

This discovery phase looked to gather information on the requirements for obtaining each approval and documenting the current process, flow of information , links/overlaps in information/processes/teams, systems used, opportunities for improvement, timelines between consents, payment requirements, external factors, risks and scalability.

The discovery phase provided a strong foundation for taking this project forward to build a proof-of-concept/ beta solution.

The two options were presented to the Lane Rental Governance Committee in February 2023, with the second of the two being selected.

# Chosen Option

Option 2 set out the concept and user journey:

- User journey to start in SWAP
- Complete a checklist/decision tree
- Recommendation on which additional applications required
- Feedback on application progress via SWAP
- Dashboard presents “open” and “closed” status and the conclusion in a one-stop shop manner
- Users required to interact with other systems only IF there is a query or change

This option provided the optimum route to achieving the end objectives.



# Conclusion

The feasibility study was successful in establishing a pathway of next steps in achieving cohesion and improved user experience.

Progression of option 2 for the proof of concept is anticipated to be more complex than option 1, however it will introduce significant improvements in user experience and double the value in benefit.

The project team is now initiating the next phase.



# TfL Lane Rental Scheme

Optimising customer journeys through the delivery of safer, innovative and sustainable roadworks



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